

APR - 4 2006

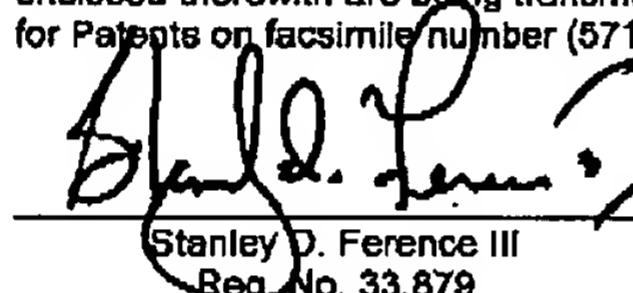
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of : Srinivasan et al.
Serial No. : 09/804,728 Examiner : Y. Retta
Filed : March 13, 2001 Art Unit : 3622
For : METHOD AND APPARATUS FOR INTERNET
CUSTOMER RETENTION

April 4, 2006

AMENDMENT

I hereby certify that this correspondence and any documents referred to as
enclosed therewith are being transmitted by facsimile to the Commissioner
for Patents on facsimile number (571) 273-8300 on April 4, 2006.



Stanley D. Ference III
Reg. No. 33,879

April 4, 2006
Date of Signature

Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Sir:

Responsive to the Office Action dated October 4, 2005, please amend the above-
identified application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on
Page 2 of this paper.

Remarks begin on Page 5 of this paper.